GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

ADMINISTRATIVE REFORMS - Agile Governance, implementation of “Kaizala” app in Government, establishing Command and Control Centres for effective implementation of government policies in a decentralised manner- Orders – Issued.

GENERAL ADMINISTRATION (GPM&AR) DEPARTMENT

G.O Ms.No.254 Dated: 17.08.2016

O R D E R :

Technology is changing the way we live at breakneck speed. The way people communicate was not imaginable a few years ago and technology has become an integral part of our everyday life. Technology is creating new opportunities for citizens and businesses; as a result government will need a new framework for governance for efficiently executing government functions to the benefit of citizens utilising the same technology.

2. Following the principles of agile governance viz., 1) Outcomes over rules, 2) Responding to change over following a plan, 3) Participation over control, and 4) Self-organisation over centralisation will lead to improved efficiency, public services, public welfare and ability to respond to change.

3. Mobile penetration is very high in Andhra Pradesh especially among the youth and it is highly likely that all the future technologies will be introduced through mobile phones.

4. A mobile phone application (app) called "Kaizala" of Microsoft has been successfully implemented for running the ongoing Krishna Pushkarams which is drawing lakhs of people daily. Using this app one can form groups and sub-groups for communication between departments and stakeholders, inter-departmental as well as intra-departmental communication, conduct opinion polls, track location and so on.

5. In order to improve the policy outcomes and participation, following the principles of agile governance, "Kaizala" app is intended to be extended to all the departments for their day-to-day monitoring of activities, and centres for monitoring the interaction in the form of “Command and Control Centres” at State level and District level are proposed.

6. Government after careful examination of the matter issues the following orders.

(1) Installation of "Kaizala" app:

a. All secretaries to Government shall get the "Kaizala" app of Microsoft installed at Secretariat level, Head of Department level, District level, Mandal Level and Village level.

P.T.O.

b. Collectors shall form groups and sub-groups at District level, Mandal level and Village level as per their requirements.

c. IT Department shall provide the required technical support including handholding for forming groups and sub-groups in the App.

(2) Command and Control Centres (CCC):

a. IT Department shall establish a 24x7 CCC to monitor the Government policies as well emergencies with the required building space, hardware and software. A space in interim secretariat shall be provided for this purpose.

b. The Chief Commissioner of Land Administration (CCLA) in consultation with DGP and all other field departments shall workout the requirements for manning the CCC.

c. The District Collectors at district level in consultation with Superintendent of Police of the District shall establish a Command and Control Centre in the District Collectorate.

(3) The Chief Commissioner of Land Administration and Secretary, IT shall prepare the financial plan and obtain approval of Government.

7. All the Departments shall take immediate necessary action as ordered above.

(BY ORDER AND IN THE NAME OF THE GOVERNER OF ANDHRA PRADESH)

SATYA PRAKASH TUCKER
CHIEF SECRETARY TO GOVERNMENT

To
All the Spl. Chief Secretaries/ Prl. Secretaries/Secretaries to Govt.,
A.P. Secretariat
The Chief Commissioner of Land Administration, Andhra Pradesh.
The Director General of Police, Andhra Pradesh.
The Principal Chief Conservator of Forests, Andhra Pradesh.
All the Collectors & District Magistrates in Andhra Pradesh
All Heads of Department in Andhra Pradesh.
All the Departments of Secretariat.
Copy to:
The Prl. Secretary to the Governor, Rajbhavan, Hyderabad.
The P.S to Chief Secretary to Government.
The Spl. Chief Secretary/ Prl. Secretary/ Secretary/ Addl. Secretary to C.M.

// FORWARDED :: BY ORDER //

SECTION OFFICER